EXPRESS SCRIPTS®

Charting the Future of Pharmacy

TRICARE Latin America & Canada

POC Conference

April 23, 2003

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Express Scripts- By the Numbers

- We Manage 50+ Million Lives
- We Work With 2000 Clients
- Process 1 in Every 7 RX Nationally
- We Process More Than 390 Million Claims Per Year
- YTD- 20.5M mail RX
- YTD- 1.9M Specialty RX
- YTD- 20M Customer Service Calls
- We Manage More Than $16 Billion in Annual Drug Expenditures

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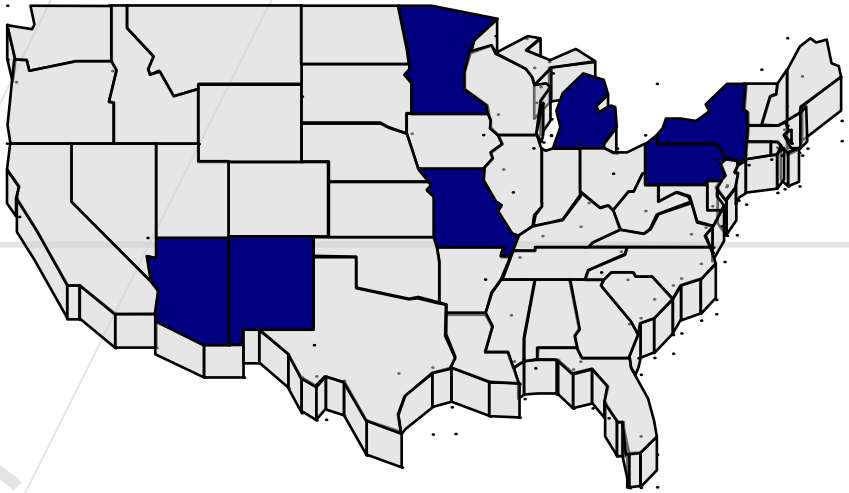
Service Centers



Call Centers

- Albuquerque, NM
- Bloomington, MN
- East Hanover, NJ
- Farmington Hills, MI
- Harrisburg, PA
- Horsham, PA
- St. Louis, MO
- **Tempe, AZ**
- Troy, NY

Mail Service

- Albuquerque, NM
- Bensalem, PA
- East Hanover, NJ
- Harrisburg, PA
- St. Louis, MO
- **Tempe, AZ**
- Troy, NY

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2001 Service Satisfaction

- Member Book-of-Business Survey
  - 96.9% Overall Satisfaction with Express Scripts
  - 97.3% Satisfaction with Mail Service
- Client Report Card
  - 95.2% Overall Satisfaction
  - 100% Satisfaction with Account Teams
- 98% Book-of-Business Retention
- Implementation
  - 95% Satisfaction Rating
    - 3.8 average rating on a 4-point scale

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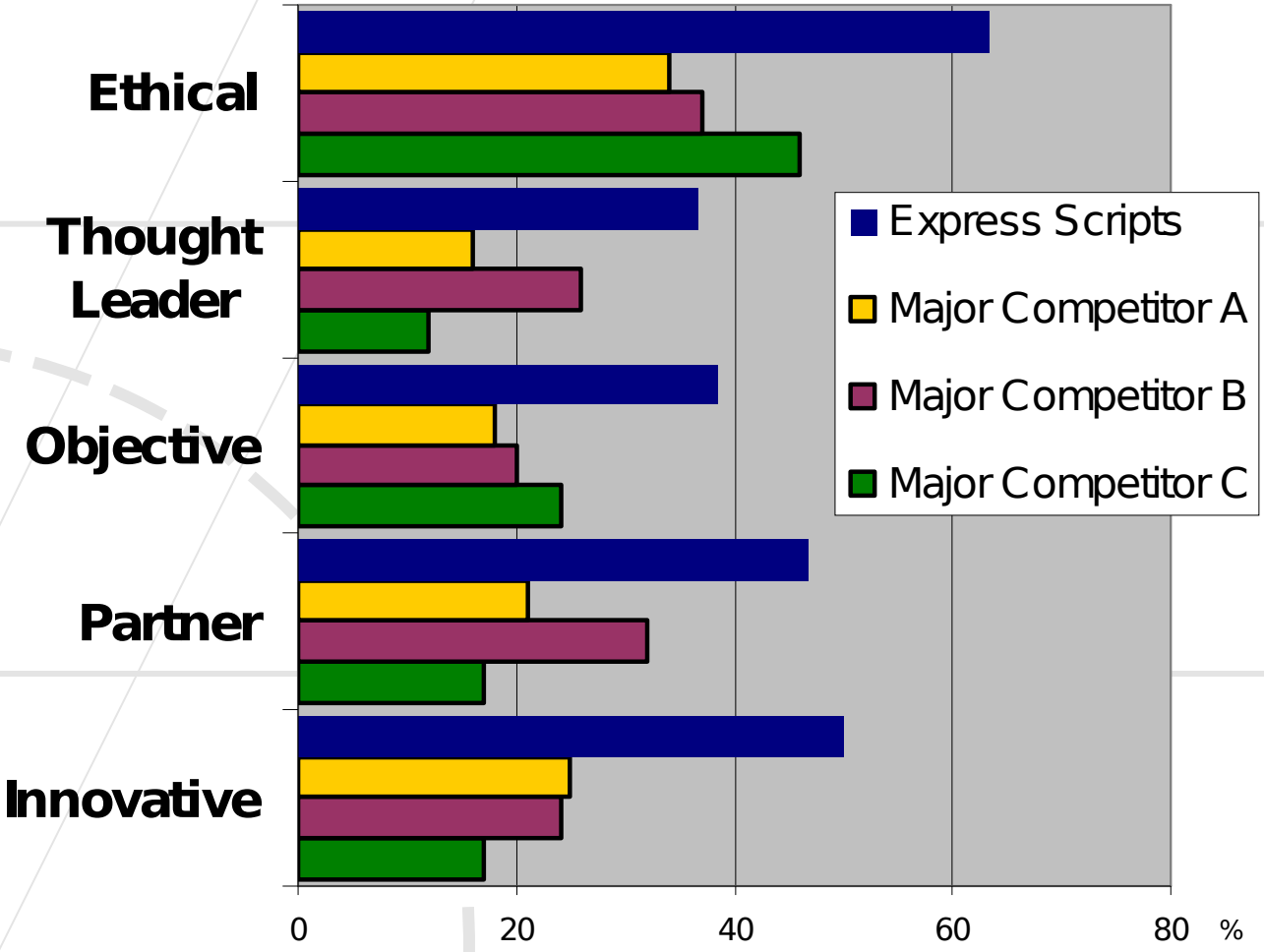
Independent Research Shows Express Scripts As Leader



Clients Who Rated Their PBM 8 or Higher on a 9-Point Scale

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What's Important

- Ensure a Great Implementation
- Commitment to Meeting 2-day Turnaround
- Meet/Exceed TMOP Customer Satisfaction Requirements
- Communications Plan to Beneficiaries

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The March 1, 2003, transition from the National Mail Order Pharmacy to the TRICARE Mail Order Pharmacy is the largest transfer of a commercial mail order pharmacy benefit ever undertaken.

- **The information of more than 300,000 TRICARE beneficiaries worldwide was transferred.**
- **Approximately 175,000 beneficiaries used the TRICARE Mail Order Pharmacy during its first month of operation.**
- **445,000 prescriptions were processed for those 175,000 beneficiaries.**
- **1.2 million prescriptions were transferred.**

The prescription processing began as scheduled March 1, 2003, and Express

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REGISTRATION FORMS

How to order registration forms:

Smart Site

http://www.fhinc.net/tricare/Archive/SampleSta
DODMailOrderForm.pdf

Smart site home page:
http://www.tricare.osd.mil/smart/index.

Click on: TRICRE Store
Click on: All Marketing Tools
Scroll Down to: TMOP Order/Registrati
Form

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